

Board Meeting Minutes

October 14, 2020

10:00 a.m.

Virtual Meeting

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Britt Fleck
Jim Cole

Not Present

Rachel Little
Bob Pierce
Wallace Coopwood

Also attending the meeting were Cristina Correia from the State Attorney General's Office and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the September 9, 2020 Board meeting. Jim Cole made a motion to approve the regular meeting minutes as presented; Britt Fleck seconded the motion, with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board to the virtual meeting and acknowledged Liping Jackson, the new Executive Assistant to Deputy Commissioner Ricky Rich. The Commissioner is proud of the agency's accomplishments and direction, and the goal is to finish the quarter strong. He is confident in the abilities of the team and is very much at ease. He began the discussion with the areas on which the agency has been focusing during this very challenging year.

DRIVES update:

- The Commissioner received a Critical Project Review Panel report on October 6th from CSG, DDS's Independent Verification and Validation vendor which evaluates the progress of the DRIVES project.
- The agency is 97 days from the implementation of the DRIVES project, which is the most significant modernization in this agency's history.
- The project went from yellow to green with 14 weeks left before implementation, which is rare. This is due in part to the wonderful leadership of Director Brett Young and the entire DDS team, making sure the project continues to stay on task.
- During the November board meeting, the Commissioner will dedicate the majority of the report to the DRIVES project.

COVID-19:

- The Commissioner is very proud of the progress the agency is making toward meeting the agency's mission as it relates to COVID-19.
- DDS is working hard to serve the citizens of Georgia while keeping the staff safe. DDS, as an agency, has not seen a positive case in over a month and has not received notice of a positive case at headquarters since July 1st. Less than 4% of the agency has been exposed, and we do not believe that any of those exposures occurred in the office. The Chairman shared that having such a low infection rate was the result of strong leadership and did not happen by accident. The Chairman is proud of the Commissioner and the team for ensuring the safety of customers and fellow team members.
- The agency has continued to perform its mission by seeing more than 1.1 million people face to face since the pandemic occurred.
- From March 12th forward, DDS has a documented timeline of actions, communications, and accomplishments to keep staff safe and informed as it relates to the pandemic.

DDS Community Involvement:

- The Communications team sent out a Press Release that was aired by CBS 46 News in Atlanta. The Press Release discussed a recent visit by DDS staff to the DeKalb Access and Resources Center (ARC) to donate luggage, book bags, totes, and other bags to foster children. These donations ensure that children have the proper equipment needed to transport clothing and other personal items needed as they transition to new homes.
- DDS Human Resources presented this opportunity to the Commissioner, and he agreed the gesture would make a difference in many children's lives. "Even in these uncertain times, the heart of DDS is about serving others," he said.
- Commissioner Moore thanked Director Shevondah Leslie, Public Information Officer Susan Sports, and the entire communications team for the great work they do.

AAMVA:

- The DDS staff is stepping into leadership roles in the AAMVA community, regionally, and internationally. The Commissioner highlighted the recent and past participants of some of the AAMVA committees.
- Deputy Commissioner Ricky Rich, who recently was appointed to several committees, will be helping Georgia and the US with card design, as well as serving on the law enforcement committee.
- AAMVA has three standing committees, and DDS has members on all of them, which include the Law Enforcement Committee, The Driver Standing Committee, and the Vehicle Standing Committee. The following DDS Team members are serving in vital AAMVA roles:
 - General Counsel Angelique McClendon is now the Chair of the Driver Standing Committee. She also is on the new working group for Electronic IDs.
 - Field Operations Director Kecia Bivins is on the Vehicle Standing Committee as a driver representative and gives very important input to that committee. The Commissioner also serves as the Board Advisor on that Committee.
 - Program Management Office Director Brett Young participates on the Autonomous Vehicle Committee. This is new technology, but the agency assumes some form of credential will be required.
 - Chief Information Officer Jeff Smith participates in a very important working group to manage data privacy and external access. DDS is focused on remaining on top of the latest best practices as they relate to managing data that is provided to the agency.

- Regulatory Compliance Deputy Director Kyle Cain serves on the Ignition Interlock Standing Committee.

Contactless Road Tests:

- The Commissioner started by thanking Director Kecia Bivins, Deputy Director Pierre Miles, the District Managers, Center Managers, and Team Members across the state. They have all diligently worked to perform road tests in a COVID-19 world.
- DDS piloted a new procedure to measure a person's ability to drive safely and then set up the process for team members to evaluate that ability.
- Commissioner Moore gave the Board an update on the Executive Order that waived road tests, as well as the subsequent order that required them to be completed by September 30th.
- DDS offered extended Saturday hours from June to September 30th to accommodate the drivers who fell under the new executive order. The agency typically does not open on Mondays but opened in several locations for a full day to meet its goal. The Commissioner thanked the staff for getting through that period.
- The Chairman asked if retesting was 100% complete. Commissioner Moore reminded everyone that the goal was not to conduct a certain number of tests; it was more about a timeline. DDS sent four communications to each driver via email and the postal service. Thousands scheduled appointments but did not show up. Customers will not lose their licenses; however, they will revert back to the original license status.
- Roughly 94,000 road tests have been conducted since April, which shows the team is doing an excellent job. More than 30,000 of these road tests were ones that were originally waived.

Deborah Moore (HR Director) provided an update on a few DDS initiatives:

- Flu Shots:
 - For the third year in a row, DDS has partnered with the Rockdale County Health Department to deliver flu shots to team members. On October 15th, a total of 38 slots will be available for DDS team members to be vaccinated.
- Virtual State Charitable Contribution Campaign (SCCP):
 - The theme for this year's campaign is "Compassion in Difficult Times," which definitely is needed at this time. Team members from each division will coordinate the activities for their respective divisions.
 - Team members can choose from more than 700 eligible charities and are encouraged to give through online pledging.
- Child Survey Results from "COVID 19 Child Care Impact:"
 - As the agency gets closer to fall and school starting, the agency looked at how that may impact the staff with childcare issues during the fall and winter seasons.
 - DDS launched a survey on August 4th and received 568 responses from the field. The feedback will help the agency determine if a change in school schedules will adversely impact retention, create labor shortages for the field in general, and cause staffing shortages at specific CSCs.
 - Roughly 58% of the 146 respondents reported the change would prompt them to reevaluate their tenure at DDS; however, the agency has not seen a change in staffing due to childcare yet.

Mike Mitchell, Director of Regulatory Compliance, gave an update on the CDL Third-party Testing Pilot:

- The agency engaged three of the largest truck driving schools in Georgia to partner with DDS for a six-month pilot.
- The Regulatory Compliance Division will be working with these schools to identify individuals to participate in Examiner training so that they can administer the third party skills test.
- DDS analysts will be traveling to the schools to inspect the skills test range and approve the road test routes. The goal is to increase the availability of skills test slots in the CSCs for the public.
- DDS will be working closely with the schools during the pilot to ensure everything is done according to rules and regulations. The agency hopes to start on January 1, 2021.

Commissioner Moore provided an update of the agency's performance:

- Since DDS re-started face-to-face operations in April, the agency has served 1.134 million customers. On April 1st DDS saw only 537 customers. While the agency had the capacity to serve more, the public was not yet comfortable visiting a center. By June and July, however, more customers were utilizing in-person services.
- The Commissioner is very proud of the work the Field Operations and IT teams have done to accommodate customers. Online Services and the DDS2GO App were expanded to allow more customers to be served remotely. The agency has been able to serve 721,000 customers online, for a total of nearly 2 million customers since the pandemic began.
- The Chairman voiced a concern that DDS may experience a flood of customers wanting or needing a license to vote since the election is less than 3 weeks away. He asked if DDS could respond to those requests, and the Commissioner stated that he was aware that customers may report not being able to receive a credential. Those cases will not result from the agency not being open or not willing to offer assistance; however, customers may experience a delay in receiving their credential due to postal service challenges. Per DDS policy, the agency will not turn away customers; however, an appointment will result in faster service.
- DDS is prepared to handle customers as they arrive. Our office has been in constant contact with the Secretary of State's office, and we have established a "War Room" to accommodate any questions received from the board of elections across the state. If a problem is related to a driver issue, we will be ready to resolve it.
- The Chairman asked if DDS employees will have the opportunity to vote, as the early voting lines are becoming quite long. The Commissioner informed the Chairman that the State has a policy to ensure employees will have the opportunity to exercise their right to vote and that the policy will be communicated to all DDS employees.

The Commissioner ended his report with survey responses:

- The Commissioner's goal last year was to receive 100,000 responses in 2020 and in September, the agency received over 12,000. The focal question for the Commissioner remains the courteous nature of the staff, and he recently distributed an email to staff members about the agency's expectation of excellent customer service to all customers. The agency's goal is to be respectful and helpful, and 95% of respondents agreed that the staff is courteous, they are knowledgeable, and the facilities are clean and adequate.
- We will continue to work with the few customers that did not feel their customer service was excellent.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.16** *Eligibility for Veteran's, Honorary or Distinctive Driver's License and Identification Cards*

Jim Cole made a motion to approve the initial rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

- **375-3-1-.02** Applications and Supporting Documentation

Britt Fleck made a motion to approve the final rules for adoption; Jim Cole seconded the motion with unanimous approval by the remaining Board members.

- **375-3-1-.06** Eye Examination (amended to Vision Examination)

Jim Cole made a motion to approve the final rules for adoption; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Christine McClendon – She is seeking a Georgia driver's license in the name of Christine McClendon. She is 68 years old. She has used the surname of Mitchell (child's father) before she married McClendon. She is missing her trail of name changes. She submitted a delayed birth certificate, birth certificate of child, high school diploma, birth certificate of child (father-Lewis Mitchell), immunization record of child, marriage record (spouse – William Ernest "McClendon"), voter registration application and card, training course diploma, laboratory results (2001 & 2008), Social Security (S/S) statement, valid Florida license, health report, medical payment receipt, Numident (previous names: Christine Lawson, Christine Mitchell), Property Tax Assessment and S/S Card.

Jeff Markey made a motion to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on November 18, 2020.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jim Cole and seconded by Britt Fleck with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington
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